

Title: METHOD AND ARRANGEMENT
FOR AUTOMATED PROVISION OF SERVICE HINTS

Inventor(s): Snow et al.

Atty. Ref. 706807US1

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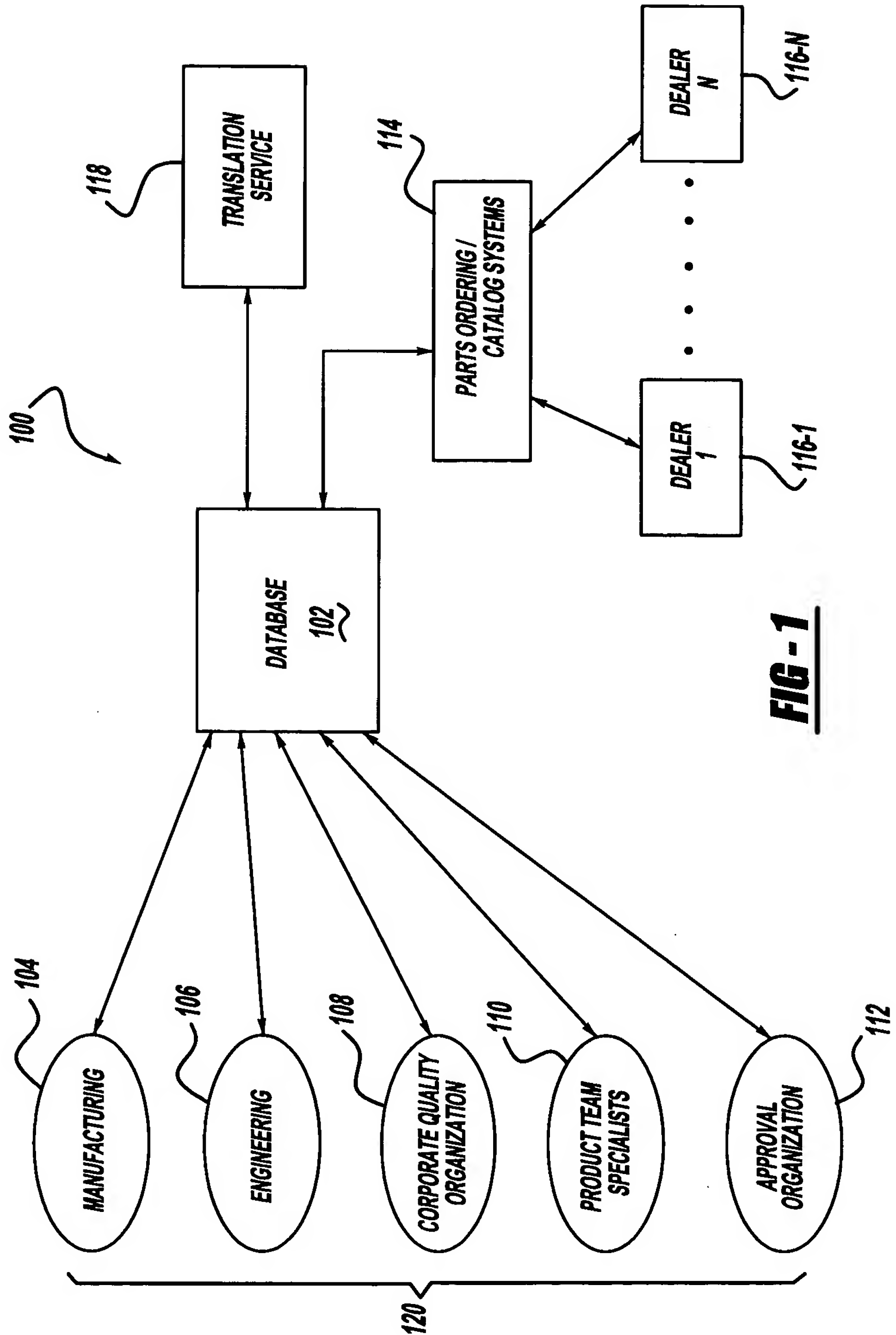


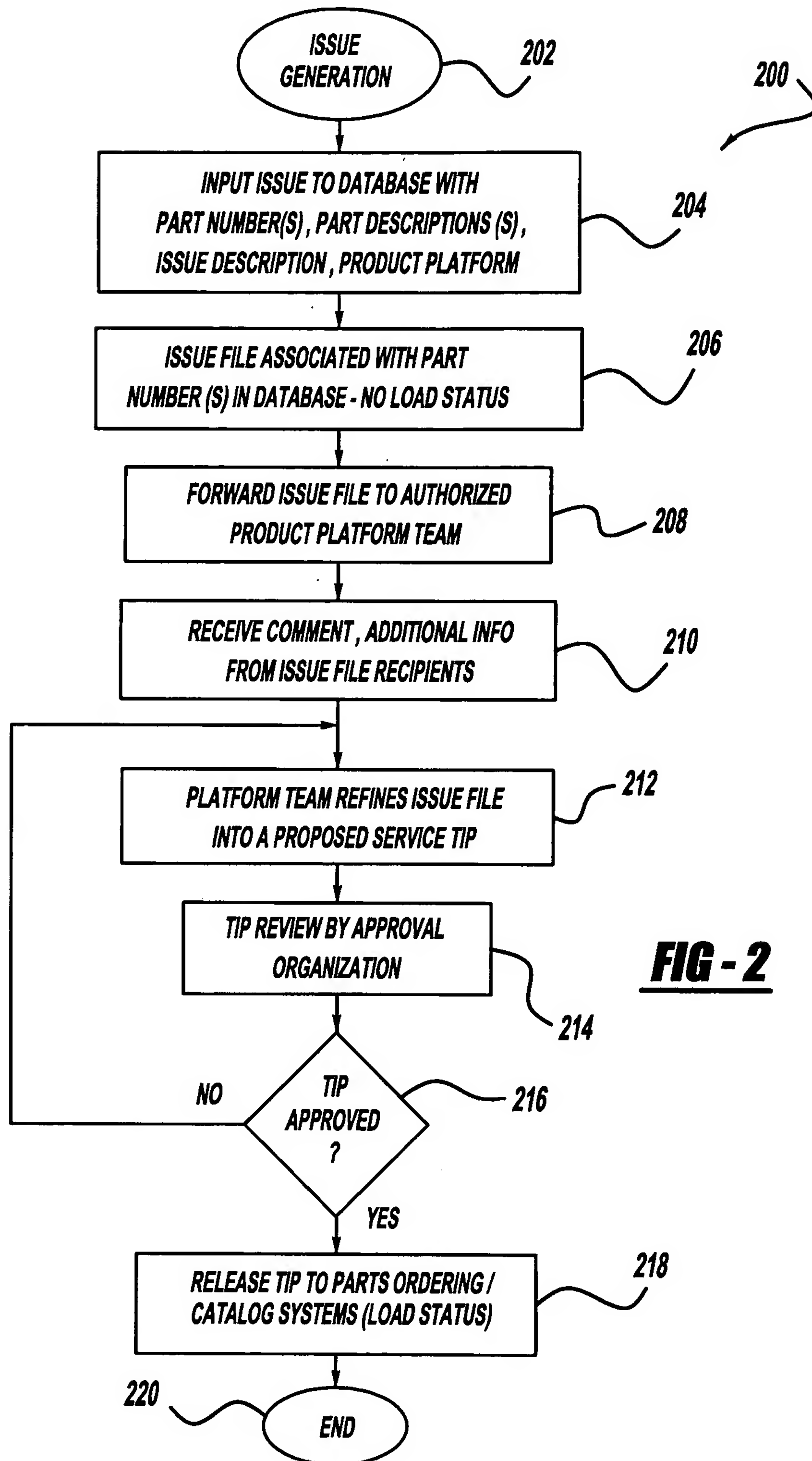
FIG - 1

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Part Status	Order Status	Status Code Reference	Backorder	Promotion
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Part Inquiry

Pipeline

Parts Locator

Supersedence

Price Change Inquiry

Part Number: 12345

Part Description : 2004 xyz Control Module

Please click continue to view Part Inquiry information

SERVICE REPAIR TIPS

PLEASE PROVIDE A COPY OF THIS SHEET TO THE SERVICING TECHNICIAN

PRIOR TO ORDERING THIS PART, THE FOLLOWING MUST BE VERIFIED:

CONDITION 1 - If the Control Module is being replaced for instrument cluster lighting and/or heater control illumination and illumination is not adjustable please check for fault codes in the Control Module if Code 3 is present, the code should be cleared and then the vehicle road tested. If code 3 does not return and no other faults are set, the vehicle should be returned to the customer. DO NOT REPLACE the Control Module for this issue. A SB is pending which will address the erroneous fault conditions sensed by the Control Module. The SB should be available 11/1/2004. If the fault code does return further diagnosis is required.

CONDITION 2 - If the Control Module is being replaced due to a Power Sliding Door/Liftgate issue please investigate the Door/Liftgate modules and/or the latches.

CONDITION 3 - If the Control Module is being replaced due to vehicle alarm going off/horn sounding & headlamps flashing) & key fobs will not disarm,DO NOT REPLACE The Control Module This condition will occur only on vehicles built without option A. Verify vehicle does not have the scales code for Option A and PERFORM BATTERY DISCONNECT TO CORRECT CONDITION. A SB is pending which will address Condition 3. The SB should be available 9/15/2004

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FIG - 3